



# Recommendations for grocery stores

## Prevention of COVID-19

### Nunavik reopening

As the Nunavik region reopens, preventive measures in stores should continue to apply, even when there are no cases of COVID-19. Those preventive measures are very important since they will help slow down the spread of the virus in case it is reintroduced.

As a reminder, the COVID-19 virus cannot grow on food, and it is unlikely to be transmitted through food when the proper hygiene measures are respected by your employees.

COVID-19 is most commonly spread through:

- Close contact with an infected person, when the person coughs or sneezes and is less than two metres away from you;
- Direct contact, such as touching or shaking hands with the infected person then touching your mouth, nose or eyes before washing your hands;
- Touching any object that has been contaminated by a sick person, then touching your mouth, nose or eyes before washing your hands.

## What you can do to help protect against this virus

Here are some recommendations and examples of what grocery stores can do to continue to protect costumers and staff against this virus:

### Employees travelling from South

- Employees and their dependants are required to undergo a 14-day quarantine before departure for the North or upon their arrival in Nunavik. They will eventually have to be tested for COVID-19 before returning to work.

## Encourage social distancing


- Employees and customers should maintain a distance of two metres (six feet) or more.
- Have clear indications at the entrance of the stores for customers on the rules to follow (e.g., mandatory handwashing when entering, distance of two metres between each other, lines marked on the floor, limit on the number of customers in the store at the same time, etc.).

## Increase handwashing and hygiene

- Handwashing or sanitizing stations should be installed for the customers. If you run out of hand sanitizer for the entrance, ask customers to wash hands with soap and warm water in a functioning sink if feasible.
- Employees and food handlers should wash their hands frequently with warm water and soap for at least 20 seconds. Remind employees often especially when:
  - arriving and leaving, before and after handling food and waste, after performing cleaning/disinfecting, after going to the toilet, after sneezing, coughing or blowing nose, after eating, drinking or smoking.
  - Hand sanitizer should be available for cashiers at their cash registry.
- Hand sanitizer is also effective against COVID-19 and is a good option for customers and cashiers. However, hand washing with soap and warm water remains the best option.
- It is generally not recommended to wear gloves. They become contaminated like hands and people wearing them often forget the basic hygiene rules. Handwashing is more appropriate.
- Avoid touching face (nose, mouth and eyes). Be even more careful if you are a smoker.
- Cough and sneeze into the elbow.
- Employees or customers presenting symptoms (such as sore throat, fever or cough) must stay home. Employees or customers who are in self-isolation following a trip outside Nunavik, who were in contact with a positive case of COVID-19 or who have COVID-19 must also stay home.

## Increase cleaning and sanitizing

- Disinfect high-traffic areas and surfaces (e.g., door and refrigerator handles, counters, cash-registry areas, washrooms, carts and baskets) at least a few times per day.
- Disinfect checkout area often and at least at each shift change.
- Keep kitchen clean at all times.



\*Disinfectants or disposable disinfectant wipes are generally effective against COVID-19. Read indications on the container for proper use. You can also use diluted bleach (4 teaspoons (20 ml) of domestic bleach in 1 L (4 cups) of water). Use a fresh mix of water and bleach every day.

## Protect staff and customers

- Make sure to have clear indications at the entrance of the stores for customers on the rules to follow.
- Add Plexiglas panels at the cash registry.
- Employees who cannot avoid being in close contact (less than two metres) with the clientele or with other workers should wear a medical mask.
- Wash clothes worn at work at the end of each day with your usual detergent. Encourage staff to wear uniforms or aprons during food preparation (exclusively at work).
- Ask customers to touch only the items they want to buy and have them bag their groceries themselves.
- Encourage customers to tap cards for payment when possible.
- Encourage customers to wear a non-medical fabric mask when shopping. You can remind people by putting up posters.
- Avoid self-service (e.g., straws and utensils, dessert or coffee stations, etc.).
- When delivering food, deliver the food to the client's porch (do not enter the house) and prioritize payment by phone (credit or debit card).

## Protect people at risk

- Limit access to children.
- At-risk employees such as pregnant women and other at-risk people (e.g., those with a chronic disease) should consult a health professional to determine if they can work with the proper precautions.
- Offer telephone, email or online services for grocery orders with home delivery for people in isolation/quarantine and for people at risk (e.g., elders, people with a weak immune system, etc.).
- Elders (60 years and up) can choose to go to the grocery store like the rest of the population. It is therefore even more important to maintain all preventive measures mentioned above. One of the best ways to protect our elders is by encouraging clients to wear a homemade fabric mask when visiting the store.

In the event where a positive case of COVID-19 is reported in a community, new guidelines could be applied for elders and will be communicated to both the public and the stores.

For general information related to COVID-19, contact 1-833-301-0296, chat with the NRBHSS Facebook page through *Messenger* or consult the webpage <https://nrbhss.ca/en/coronavirus>.

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## Useful links

Government of Québec

Questions and answers pertaining to employers and workers during the COVID-19 pandemic:  
<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/answers-questions-coronavirus-covid19/employers-workers-covid-19/#c52726>

Recommendations for grocery stores and other stores from the INSPQ (French only):  
<https://www.inspq.qc.ca/sites/default/files/covid/2926-commerces-covid19.pdf>

Recommendations to reduce store cashiers' exposure from the IRSST (English):  
<https://www.irsst.qc.ca/en/covid-19/irsst-notices/id/2649/recommendations-to-reduce-store-cashiers-exposure>

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## Useful NRBHSS tools

**Protect yourself, protect others FLYER** [https://nrbhss.ca/sites/default/files/covid19/flyer\\_EN.pdf](https://nrbhss.ca/sites/default/files/covid19/flyer_EN.pdf)

**Protect yourself, protect others POSTER**  
[https://nrbhss.ca/sites/default/files/covid19/poster11x17\\_EN.pdf](https://nrbhss.ca/sites/default/files/covid19/poster11x17_EN.pdf)

**Flyer: Recommendations to the general public and organizations**  
[https://nrbhss.ca/sites/default/files/covid19/Coronavirus\\_recommendations\\_EN.pdf](https://nrbhss.ca/sites/default/files/covid19/Coronavirus_recommendations_EN.pdf)

**COVID-19: Directive on Isolation Measures for Essential Workers Travelling to and within Nunavik**  
[https://nrbhss.ca/sites/default/files/covid19/Directive\\_Isolation\\_Measures\\_Essential\\_Workers\\_2020-04-20.pdf](https://nrbhss.ca/sites/default/files/covid19/Directive_Isolation_Measures_Essential_Workers_2020-04-20.pdf)

**You are coming back to your community – prevent COVID-19 spread**  
[https://nrbhss.ca/sites/default/files/covid19/DRSP-COVID\\_BACK-TO-YOUR-COMMUNITY\\_EN\\_2020-04-19.pdf](https://nrbhss.ca/sites/default/files/covid19/DRSP-COVID_BACK-TO-YOUR-COMMUNITY_EN_2020-04-19.pdf)